EXPRESSION OF INTEREST (EOI)

Invitation of quotation rates for procurement of additional CCC (Customer Care Centre) Licenses for Dialer and CRM (Customer Relationship Management) application for the Customer Care Centre at BESCOM, GESCOM and MESCOM.

1. Introduction

BESCOM invites Expression of Interest (EOI) from agencies for procurement of additional Licenses for Dialer and CRM application for BESCOM, GESCOM and MESCOM including 5 years of ATS. The requirement is as below:

SI.No	ESCOM	Additional Count of Licenses required
1	BESCOM	11
2	MESCOM	1
4	GESCOM	10
	Total	**22**

The Customer Care Centre Suit is a comprehensive system for managing customer grievances by enabling tracking and escalation mechanisms. Customers can register complaints related to power supply issues, billing discrepancies, new service requests, or other concerns, and each complaint is assigned a unique reference number for tracking. Once a complaint is logged, it is forwarded to the appropriate field personnel for timely action and rectification, ensuring quick response times.

The existing CCC solution is implemented using SAMPARK software including both Dialer and Customer Relationship Management (CRM).

2. Scope of Work

1. The additional licenses shall be fully compatible with the existing SAMPARK OEM solution, including the dialer and CRM application.
2. Installation and commissioning of the licenses will be carried out ESCOM-wise.
3. Application support shall be provided throughout the ATS period.
4. Training shall be provided to the relevant personnel at ESCOMs.

3. **Detailed Technical Specifications/requirements**

The proposed additional licenses (user based) shall be feasible for the below major components of existing SAMPARK solution with Dialer and CRM application

a. **Inbound & Outbound Dialler Application**: Voice Platform comes bundled and fully integrated with ACD, IVR, Voice Recording and Quality Monitoring.
b. **Customer Relationship Management (CRM):** CRM (Customer Relationship Management) manage customers. CRM integration is the seamless connectivity between CRM software and required third-party applications. These integrations result in automated actions that expand the functionality of the software, eliminating the need to toggle back and forth between systems.
c. **Admin:** The Admin role is the management control role that manages both the technical setup and business workflow of the entire system. Admin page manages User & access management, create users (agents, dispatchers, supervisors), Assign roles and permissions, Enable/disable accounts
d. **Dispatcher:** Dispatcher assigns complaints to the respective field users. The escalation mechanism automatically notifies higher authorities if an issue is not resolved within a predefined timeframe. Dispatcher page enables closure of the tickets once the issue is fixed.

4. **Licensing and ATS Period**

The bidder shall supply 22 number of SAMPARK licenses along with Annual Technical Support (ATS) for the period of 5 years. The Installation and Commissioning activity at ESCOMs shall be completed within 15 days of issuance of the DWA. The ATS period for 5 years will commence post completion of the Installation and Commissioning. The ATS shall include application support, upgrades, configuration changes, performance tuning, and security compliance updates.

5. **Training**

The selected bidder / System Integrator (SI) shall be responsible for providing comprehensive training to users identified across BESCOM, MESCOM and GESCOM for effective utilization of the application.

6. **Commercials & BOQ** for additional licenses compatible for SAMPARK Solution with dialer and CRM application

Sl NO	Description	No of additional licences	Total Cost	GST(18%)	Total cost (Inclusive of GST)
1	License Cost,1st year ATS including one time Installation and commissioning.	22			
2	2nd year ATS cost	22			
3	3rd year ATS cost	22			
4	4th year ATS Cost	22			
5	5th year ATS cost	22			
	Grand Total				
	Grand Total(in words)				

- EOIs shall not be considered in case of:
    - Incomplete or non-compliant submissions
    - Misrepresentation of facts
    - Conflict of interest
    - Submission after the deadline
- Confidentiality: All information provided by the Tender inviting authority must be treated as confidential. BESCOM may at its own discretion may use the price discovered from the EOI for any projects/works/activities/tenders.
- Issuance of this EOI does not constitute a commitment to award or proceed with procurement.
- Breakup of prices shall be provided upon request from BESCOM for the quoted price in EOI.
- Validity: Price quoted shall remain valid for a period of 180 days from the date of submission of this EOI.
- Right to Reject: EOI inviting authority reserves the right to reject any or all EOIs without providing reasons.
- This EOI shall be cancelled after discovering price without any further notice.